

Amendments to the Claims

The listing of claims will replace all prior versions, and listings of claims in the application.

105. *(previously presented)* A method for implementing a voice user interface with personality, comprising:

selecting a personality;

defining a dialog based on the selected personality, wherein the dialog emulates human verbal behavior for the selected personality; and

developing a recognition grammar.

106. *(currently amended)* The method recited in Claim ~~143~~105, further comprising:
determining market requirements.

107. *(currently amended)* The method recited in Claim ~~143~~105, wherein:
selecting a personality further comprises selecting a plurality of personalities.

108. *(currently amended)* The method recited Claim ~~145~~107, wherein:
defining a dialog based on the selected personality further comprises defining a dialog based on the plurality of personalities.

109. *(currently amended)* The method recited Claim ~~145~~107, wherein:

developing a recognition grammar further comprises developing a recognition grammar for each of the plurality of personalities.

110. (*currently amended*) The method recited in Claim ~~144~~106, wherein:

determining market requirements further comprises determining functionality of a voice user interface with personality as desired by one or more target customers.

111. (*currently amended*) The method recited in Claim ~~143~~105, wherein:

defining a dialog further comprises generating a greeting to be output to the user.

112. (*currently amended*) The method recited in Claim ~~143~~105, wherein:

defining a dialog further comprises generating a prompt to be provided to a user in order to initiate an interaction.

113. (*currently amended*) The method recited in Claim ~~143~~105, wherein:

defining a dialog further comprises generating a response to be provided to a use.

114. (*currently amended*) The method recited in Claim ~~143~~105, further comprising:

providing a data processing device capable of executing the application.

115. (*currently amended*) The method recited in Claim ~~143~~105, further comprising:

determining that the dialog should be refined; and
refining the dialog.

116. (*currently amended*) The method recited in Claim ~~143~~105, wherein:

developing a recognition grammar further comprises specifying a set of commands that a voice user interface with personality can understand when spoken by the user.

117. (*currently amended*) The method recited in Claim ~~143~~105, further comprising:

generating a help file that coaches the user to say phrases that are included within the recognition grammar.

118. (*currently amended*) The method recited in Claim ~~143~~105, further comprising:

defining application requirements.

119. (*currently amended*) The method recited in Claim ~~156~~118, wherein:

defining application requirements further comprises defining functional requirements for interaction with a user.

120. (*currently amended*) The method recited in Claim ~~156~~118, wherein:

defining application requirements further comprises defining functional requirements for voice mail functionality.

121. (*currently amended*) The method recited in Claim ~~156~~118, wherein:

defining application requirements further comprises defining functional requirements for electronic mail (email) functionality.

122. (*currently amended*) The method recited in Claim ~~143~~105, further comprising:

creating a description of a stereotypical person displaying the selected personality.

123. (*currently amended*) The method of Claim ~~145~~107, further comprising:

creating a description of a stereotypical person displaying the plurality of personalities.

124. (*currently amended*) The method recited in Claim ~~160~~122, wherein:

creating a description further comprises describing the age of the stereotypical person.

125. (*currently amended*) The method recited in Claim ~~160~~122, wherein:

creating a description further comprises describing the gender of the stereotypical person.

126. (*currently amended*) The method recited in Claim ~~160~~122, wherein:

creating a description further comprises describing the education level of the stereotypical person.

127. (*currently amended*) The method recited in Claim ~~160~~122, wherein:
creating a description further comprises describing the employment history of the stereotypical person.
128. (*currently amended*) The method recited in Claim ~~160~~122, wherein:
creating a description further comprises describing the gender of the stereotypical person.
129. (*currently amended*) The method recited in Claim ~~160~~122, wherein:
creating a description further comprises describing the current employment position of the stereotypical person.
130. (*currently amended*) The method recited in Claim ~~143~~105, further comprising:
developing a scenario for verbal interaction between the stereotypical person and a typical user.
131. (*currently amended*) The method recited in Claim ~~167~~129, wherein:
developing a scenario further comprises developing a plurality of scenarios, each of the plurality of scenarios being a scenario for verbal interaction between the stereotypical person and a different one of a plurality of typical users.
132. (*currently amended*) The method recited in Claim ~~143~~105, further comprising:
generating a script for the dialog.

133. (*currently amended*) The method recited in Claim ~~170~~132, wherein:
the script represents the dialog in language that represents the selected personality.
134. (*currently amended*) The method recited in Claim ~~170~~132, wherein:
the script includes a plurality of greetings.
135. (*currently amended*) The method recited in Claim ~~156~~118, further comprising:
implementing an application based on the application requirements and the dialog.
136. (*currently amended*) The method recited in Claim ~~173~~135, wherein:
implementing an application further comprises generating a finite state machine to specify all functions specified in the application requirements.
137. (*currently amended*) The method recited in Claim ~~173~~135, wherein:
implementing an application further comprises generating software code to implement a finite state machine that specifies all functions specified in the application requirements.
138. (*currently amended*) The method recited in Claim ~~170~~132, further comprising:

recording the script to generate a recorded script reflecting the selected personality.

139. (*currently amended*) The method recited in Claim ~~176~~138, further comprising:

selecting an actor;

wherein recording the script further comprises recording the script as uttered by the actor.

140. (*currently amended*) A voice user interface with personality created in accordance with the method recited in Claim ~~143~~105.